MSDGC SEWER BACKUP (SBU) CALL CENTER SUPPORT SERVICES
RFP #2016-008

Date Issued: June 16, 2016

ADDENDUM NO. 2

This addendum will only be available for viewing on the City of Cincinnati website at https://data.cincinnati-oh.gov/Fiscal-Sustainability-Strategic-Investment/Procurement-Opportunities-and-Contract-Awards/pid3-z56k.

The attention of all Offerors is directed to the following additions and/or deletions to the Request for Proposals (RFP).

More Questions and Answers - The RFP for the above referenced project is amended and revised and clarified by the following Q & A:

RFP QUESTIONS AND ANSWERS

Q1.   The number of inbound calls/ day you currently receive:

A1.   See answer to question #2

Q2.   The number of outbound calls/ day you currently receive:

A2.   Over the last twelve months, the current Call Center Support Service provider handled approximately 120 calls (inbound and outbound) per month. The number of calls handled may vary greatly depending on the weather.

Q3.   The average length of current calls, in seconds:

A3.   Over the last twelve months the combined average call time in seconds for inbound and outbound calls received by the current Call Center Support Service provider is approximately 239 seconds.

Q4.   The days and times of calls currently called or being taken:

A4.   See 1.4 - Scope of Services in RFP #2016-008

Q5.   The length of time you have not met the current call volume, if there is a deficiency:

A5.   Not meeting call volume is not an option. Procedures are in place to meet heavy call volume.

Q6.   The name of software being used to take calls currently, or would like to use if you do not have one:

A6.   Call Center Support Service provider must provide the call center software with customer friendly IVR (although they must live-answer all calls) with options for callers on hold to leave voicemail messages, call back or be called back. Call Center Support Service must provide hardware and reliable internet connectivity for all representatives that meet the requirements of MSD's Flowfinity application.

Q7.   The type of building or computer security required or needed to handle calls or to secure caller information, if any:

A7.   It is the Call Center Support Service provider's responsibility to take all necessary measures to keep all data obtained on behalf of MSD secure and to prevent any unauthorized disclosure of MSDGC customers' personal information or audio recordings.

Q8.   The anticipated service start date of this project

A8.   The service start dates is to be determined. Anticipated award date is July 18, 2016.

Q9.   Total value of the contract

A9.   The estimated annual value of the contract is $15,000; however the value of the contract is highly dependent upon call volume which can be weather dependent.

Q10.   Your preferred vendor: on shore or off shore:

A10.   Proposals will be accepted from all interested vendors. Please note there is a requirement to sometimes provide onsite staffing at the Metropolitan Sewer District of Greater Cincinnati (MSDGC) office in Cincinnati Ohio within 60 minutes of notification, however, and that vendor's proximity to this office is one point upon which proposals will be evaluated.